

17. Debt Schedule (1)– Periodically – fill out debt schedule form for USDA/RUS loan
18. Print NECA (National Exchange Carriers Association) Statements online (1) – Monthly - print and provide copy of statement to the appropriate personnel.
19. Post NECA Payments (2) – Monthly – post payment to general ledger trial balance account.
20. USAC payments (1) – post payment to general ledger trial balance account and provide copy of payment received to appropriate personnel.
21. Post AECA (Alaska Exchange Carriers Association) Payments (1) – Monthly – post payment and provide copy of statement to appropriate personnel.
22. Post AT&T CABS (Carrier Access Billing System) Payments (1) – Monthly – post payment and provide copy of statement to appropriate personnel.
23. Post GCI (General Communication, Inc.) Payments (1) – Monthly – post payment and provide copy of check to appropriate personnel.
24. Wire Transfers (4) – Periodically – fill out wire request form and fax to bank for processing.
25. Billing Reports (4) – Monthly – print billing reports needed to create liability payables invoice and reconciliations
26. Enter Billing Transactions (4) – Monthly – Create a journal entry to post billing system transactions into accounting system general ledger trial balance accounts.
27. AUSF (Alaska Universal Service Fund) (2) – Monthly – use billing reports to fill out AUSF monthly carrier remittance worksheet. Create the AUSF payable invoice. Verify general ledger account balance.
28. 911 Taxes (2) – Monthly – use billing reports to fill out City of Adak 911 charges form. Create the 911 payable invoices. Verify general ledger account balance.
29. Alaska Telecommunications Relay Service Fund Remittance of Surcharges Collected CSD (2) – Monthly – uses billing reports to fill out remittance of surcharge collected form. Create CSD payable invoice. Verify general ledger account balance.
30. City Taxes (4) – Monthly- use billing reports to fill out City of Adak Sales Tax Return form. Create city taxes payables invoice. Verify general ledger account balance.
31. RCC (1) – Monthly – gather all the billing reports needed to create the quarterly RCC payable invoice and give to appropriate personnel.
32. FCC (1) – Monthly – gathers all the billing reports needed to create the quarterly FCC payable invoice and give to appropriate personnel.
33. Revenue Accounts (4) -Monthly - gather all the billing reports needed to reconcile the revenue trial balance accounts and give to appropriate personnel.
34. Credit Card Machine (4) – Periodically – runs credit charges for receivable payments.
35. Gas Card (1) – Daily and Monthly -Input Gas Receipt Information. Balance Gas Card Spreadsheet to General Ledger trial balance EOM. Replenish gas card.
36. Journal Entry (4) – Regularly – creates journal entries when necessary to correct or post transactions into trial balance accounts. Maintain journal entry books.
37. PayPal (1) – Daily and Weekly – monitor and post paypal transactions. Match paypal system transaction report to customer service cash receipts.
38. RUS Spreadsheet (1) – Monthly - Maintain spreadsheet to keep current with balance owed. Reconcile RUS statement to general ledger trial balance.

39. Affiliate Bills Spreadsheet (3) – Monthly – log affiliate company bills and employee service bills for tracking purposes.
40. Land and Building Spreadsheet (1) – Monthly – break down the different entity payments for tracking purposes.
41. Windy City Cellular Store Transactions (2) – Regularly – verify and post credit card and cash transactions. Balance WCC store till to general ledger account balance.
42. Bank Transfers (4) – Regularly – fill out check request forms for management to transfer money between bank accounts.
43. Intercompany (5 different intercompany accounts)– Daily, Weekly, and Monthly – create, copy and hold all journal entries that post to an intercompany accounts. Reconcile intercompany general ledger trial balance accounts. Maintain intercompany books. Provide a weekly balance update to accounting manager.
44. Travel spreadsheet (4) – Monthly – (now just assist) – keep track of employee travel expenses by employee and event.
45. External Relations and Legal spreadsheet (1) - Monthly – (now just assist) – keep track of the type of consulting and legal service expenses paid by ATU
46. Invoices (4) – Periodically – create receivable invoices to be mailed to vendors for payment.
47. Deposit Spreadsheet (3) – Monthly – maintain a detailed listing of customer deposits. Reconcile billing deposit report to general ledger trial balance and bank account.
48. Expense accounts (4) – Monthly – monitor activity to ensure proper coding.
49. Credit Applications (4) - Periodically – fill out credit applications for lines of credit when requested by management.
50. Payables (4) – Periodically –assist or input payables when required.
51. Print checks (4) – Periodically – assist or prepare check batches, print checks, and mail checks when required.
52. Travel (4) – Periodically – assist or process travel request – event (seminar, class, or conference), rent a car, flights, hotel, and per diem.
53. Data request (4) – Periodically – pulls data when requested by management for audits and other financial purposes. Fill out audit debt schedules and audit templates.
54. Training (4) – Periodically – trains new employees on accounting functions.
55. Cash receipts (4) – monitor and reconcile customer service cash receipt journals to general ledger trial balance account.
56. Satellite phone – only one phone – Bi-Annually – replenish minutes and initiate periodic phone checks by having the Adak technician call the accounting department using the Satellite phone.
57. Purchasing (4) – back up – create purchase orders from employee request forms; purchase items, pick up items, track items, and mail items to Adak
58. W9 (4) - Periodically - fill out W9 forms for 1099 vendors
59. Perform such other accounting, financial or administrative tasks as may be required from time to time by Accounting Manager, Assistant Manager, or COO

Company Wide Duties and Responsibilities:

Health, Safety, Security:

1. Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security

II. Skills, Experience, and Education:

1. Flexibility to handle multiple task, prioritize work, and adapt to change
2. Strong communications skills both verbal and written
3. Ability to work independently as well as within a team environment
4. Maintain an organized work environment.
5. Effective interpersonal skills and the ability to assert oneself in a positive manner
6. Conduct self in a professional business like manner.
7. Pay close attention to detail, instructions, and schedules.
8. Strong desire for excellence in work product
9. Knowledge in the operation and use of a personal computer, copier, fax machine, postage meter, and adding machine
10. Must be able to read and write and perform basic math skills
11. Proficient in the use of spreadsheets, preferably Excel.

Education

Associates in Accounting

III. Position Reporting Relationship

The following positions report to you:

1. N/A

You report to the following:

2. Accounting Manager

Internal Relationships (People with whom you interact):

3. Employees and Managers within every department

List External Reporting Relationships

4. Vendors
5. National Telephone Cooperative Association
6. Customers
7. NECA

ACCOUNTING CLERK-I with Purchasing Duties-

This position is responsible for accurately maintaining all or a significant portion of Adak Eagle Enterprises, LLC accounts and accounting records as assigned by Accounting Manager. Maintains general and subsidiary ledgers and prepares general journal entries with documentation to provide audit trail for financial transactions to be entered into the general ledger. To examine a variety of financial transactions for completeness, internal accuracy and conformity with established accounting classifications. Minimum education requirements include a two-year Associates degree in Accounting or equivalent work experience and must possess a computer proficiency in a Windows environment, with experience using MS Office products, especially Excel. Individual must have good mathematical skills and pay close attention to detail.

- I. **Duties and Responsibilities may include but are not be limited to:**
 - A. Compiles and analyzes financial information to prepare entries to accounts for Adak Eagle Enterprises, LLC and its subsidiaries.
 - B. To support the Accounting Manager in carrying out the responsibilities for the Finance/Accounting Department
 - C. To relieve the Accounting Manager of certain responsibilities that will allow them to spend a greater portion of their time on Financial Statement preparation and analysis, Budget and Variance issues and Forecasting.
 1. Prepare entries to general ledger accounts to include proper documentation of the nature of the business transactions.
 2. Accurately code and enter information into the accounting software where appropriate.
 3. Maintain vendor folders for all invoices and check copies
 4. Process annual 1099 reports as directed by Accounting Manager.
 5. Maintain general ledger account for accuracy and verification of month end balances as assigned.
 6. Analyzes financial information detailing assets, liabilities, and capital as assigned
 7. Acquires full understanding of and applies Part 32 Accounting Principles.
 8. Acquires basic understanding of the principles behind NECA pooling.
 9. Audits contracts, orders, and vouchers, for correctness
 10. Prepares reports to substantiate individual transactions prior to year end for proper close and audit completion
 11. Participates in the modification of documents, and implementation of accounting systems and accounting control procedures as directed by Accounting Manager.
 - D. Makes recommendations to the Accounting Manager regarding the accounting process or procedures for reserves, assets, and expenditures.
 - E. Verify that the general ledger balances and billing registers are reconciled and accurately recorded in the general ledger
 - F. Ensure all entries are written accurately and submitted for entry in a timely manner as to support month-end or year-end closing process.
 - G. Verify accuracy of financial transactions for review by Accounting Manager
 - H. Some overtime may be required as circumstances dictate
 - I. Actively participate in cross training opportunities and take on job responsibilities of individuals that are absent as appropriate.

Duties Outline:

1-Accounting Clerk-I with Purchasing Duties

- a. Customer interface where necessary for Adak end user customers
- b. Maintaining vendor files
- c. Accounting analysis and reconciliation as directed by Accounting Manager
- d. Maintenance of General Ledger transactions at highest level of integrity by submission of correct and accurate general entries and data entry into accounting software
- e. Vendor file maintenance and complete documentation for audit detail
- f. Code and Post invoices accurately on a consistent basis
- g. Accurate and timely reporting to keep Accounting Manager abreast of project completion and status of task assignments
- h. Batch Submission to Accounting Manager of invoices with correct payment information and account coding needed for approval and posting.
- i. Process checks for all invoices and mail them to the appropriate vendors
- j. Work Order process and procedures when assigned.
- k. Expense and revenue account analysis and review as assigned.
- l. Purchase Order process and procedures when assigned.
- m. Be the point person regarding the materials and supplies that come into the organization which include duties such as accepting and editing purchase requests from various department, verifying appropriate approval has been given for processing, corresponding with suppliers for quotations, preparing purchase orders and performing buying duties.
- n. Maintaining records of materials ordered to include such things as pricing and deliveries and using these records to compare prices, specifications and delivery dates so that the company can save money by choosing the supplier that provides the greatest value.
- o. Careful verifying the accuracy of purchase orders and equipment received and invoiced
- p. Proactively contact co-workers and suppliers so that they are aware of the status of their orders, and be an active participant in resolution of any problems that arise with equipment or materials included on any purchase order
- q. Vendor investigation and price shopping as necessary for equipment, materials, office supplies, or transportation for training or other office travel.
- r. Perform such other accounting, financial or administrative tasks as may be required from time to time by Accounting Manager, Assistant Manager, or COO

Detailed Duties of Accounting Clerk-I with Purchasing Duties:

Payables

- 1. Responsible for daily processing of invoices
- 2. Ensuring that all vendors are paid in a timely manner
- 3. Verifying that the amount due is actually amount due (researching if payments have crossed in the mail)
- 4. Building invoices for companies that do not mail out monthly statements
- 5. Sorting invoices for each company
- 6. Coding payables according to chart of accounts (researching to ensure that the accounts are coded properly)
- 7. Inputting the payables into the accounting program properly
- 8. Getting payables approved from both assistant accounting manager and accounting manager

2-Accounting Clerk-I with Purchasing Duties

9. Taking care of inter-company payments
10. Printing aged trial listing for approval of checks to be written weekly
11. Ensuring that the correct check number in accounting system is the actual check written for designated vendor
12. After checks are signed, prepare checks for mailing
13. Filing of invoices in correct vendor files

Purchasing

1. Taking in requests from departments
2. Researching requests for best price
3. Writing up requests for approval from department managers
4. After requests are approved, write up purchase orders
 - a. This is also done with work orders
5. Track all orders
6. Receive orders that come in
7. Verify that we have ordered is actually what came in, nothing more or nothing less
8. Keeping a log of requests/purchase orders
 - a. Date when requested
 - b. Date approved
 - c. Date ordered
 - d. Vendor, amount, and how paid
 - e. When received Anchorage or Adak
 - f. Description

Travel

1. Upon request and approval research training dates
2. Find the best routes, itineraries and accommodations for the need of the individual
 - a. Research best means of travel
 - i. Flight reservations
 - ii. Car rental
 - b. Arrange hotel
3. Calculate per diem
 - a. Turn into payroll for timely disbursement
4. Prepare travel requests with full amounts for CEO or COO's approval
5. Prepare itinerary for travel with all imperative information

Travel Spreadsheet

1. Keeping track of expenses
 - a. Air travel
 - b. Hotel
 - c. Seminar
 - d. Car rental
 - e. Per diem
2. Each company and division expenses are kept separate

External Relations and Legal Spreadsheet

1. Keep track of external relations and legal expenses

Bank Deposit

1. Run money orders, checks, cash for bank deposit

Company Wide Duties and Responsibilities:

Health, Safety, Security:

1. Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security.

II. Skills, Experience, and Education:

Skills:

1. Flexibility to handle multiple task, prioritize work, and adapt to change
2. Strong communications skills both verbal and written
3. Ability to work independently as well as within a team environment
4. Maintain an organized work environment.
5. Effective interpersonal skills and the ability to assert oneself in a positive manner
6. Conduct self in a professional business like manner.
7. Pay close attention to detail, instructions, and schedules.
8. Strong desire for excellence in work product
9. Knowledge in the operation and use of a personal computer, copier, fax machine, postage meter, and adding machine
10. Must be able to read and write and perform basic math skills
11. Proficient in the use of spreadsheets, preferably Excel.

Degrees

Associate Degree

III. Position Reporting Relationship

The following positions report to you:

1. N/A

You report to the following:

2. Accounting Manager

Internal Relationships (People with whom you interact).

3. Employees and Managers within every department

List External Reporting Relationships:

4. Vendors
5. National Telephone Cooperative Association
6. Customers
7. NECA

Network Operation Administration

Network Operation Administrator maintains and manages the administration of the Adak Eagle Enterprises network including all voice, video and data reconfiguration, systems upgrade and redesign

I. Essential Job Duties and Responsibilities

- A.** Conduct LAN and WAN networking and IP networking
- B.** Implement security and maintenance plans for:
 - a. Servers
 - b. Firewalls
 - c. Routers
 - d. Switches
- C.** Install, maintain, and rearrange fiber optic and metallic transmission circuits for interoffice transfer and private line communications.
- D.** Trouble shoot reporting issues
- E.** Provides Technical Support.
- F.** Facilitates and troubleshoots the myriad of problems associated with a complex systems
- G.** Provide technical advice and assistance to department management and personnel.
- H.** Assists in developing departmental plans, goals, objectives, policies and procedures.
- I.** Performs project design for network projects.
- J.** Coordinates schedules of staff and other interested parties.
- K.** Provides supervision and guidance to all assigned staff.
- L.** Performs other related duties, as assigned.
- M.** Assist other departments as needed.
- N.** Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
- O.** Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
- P.** Must maintain regular attendance.
- Q.** Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
- R.** Must demonstrate a high level of productivity with minimal supervision.
- S.** Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
- T.** Take on job responsibilities of individuals that are absent as appropriate
- U.** Must be available to work extended hours if needed.
- V.** Assist in designing, planning, purchasing, installation, upgrade, and day to day administration of Cell sites infrastructure, IPTV infrastructure, Broadband infrastructure, Telephone switch infrastructure, Central Office infrastructure and satellite antenna infrastructure.
(Infrastructure includes Hardware, software and network.)
- W.** Maintenance of Anchorage and Adak office Windows active directory, DNS servers, DHCP servers, IIS/ISC Web Servers, Certification services, Cisco firewalls, Cisco switches, multi-vendor wireline and wireless routers, and printers.

- X. Install and administer Accounting, Customer service, and time clock software's and databases.
- Y. Configure network security policies, site to site and remote access VPNs.
- Z. Plan and set onsite and offsite office data backup method.
- AA. Install and maintain WCB Wifi hotspot service and integrated payment gateway
- BB. Maintain operation of WCB billing software. Implement billing update on internet rate change.
- CC. Install and maintain operations of WCB Backup service.
- DD. Monitor network using network monitoring software and alert notifications tool, and take necessary steps to keep network available.
- EE. Attend Telecom trade shows, Telecom associations' presentations and Vendor user group meetings to bring ideas and innovation for AEE's IT requirements.
- FF. Prepare annual IT department budget.
- GG. Submit annual/On demand IT inventory, security audit report, cellular call details, and customer base report.
- HH. Assist on projects' budget, circuit diagrams
- II. Supervise IT technician for daily, weekly and monthly assigned tasks. Review logs submitted by IT Technician

Company Wide Duties and Responsibilities:

Mission: " To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community "

Health, Safety, Security:

- A. Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security.

II. Skills, Experience, and Education:

A. Knowledge, Skills, and Abilities

- 1) Thorough understanding of rural telephone operations and terminology
- 2) Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- 3) Technical and administrative aspects.
 - a Management of information systems used to assist in development of construction projects
 - b. Preparation of engineering design plans; all related codes, guidelines and regulations.
- 4) Facilitate and communicate in a multidisciplinary environment
- 5) Extensive experience with computer-assisted design/drafting program software,
- 6) Ability to manage Cisco Routers
- 7) Ability to manager Cisco and HP switches
- 8) Ability to administer VLANs
- 9) Ability to map and establish standards for IP subnets
- 10) Ability to interpret regulations and to communicate with others

- 11) Establish and maintain effective working relationships
- 12) Ability to make sound decisions using information at hand
- 13) Demonstrate proficiency in both oral and written communication
- 14) Ability to organize and prioritize multiple work assignments.
- 15) Operate computers using standard Computer Software:
 - a. Word processing,
 - b. Spreadsheet

B. Experience

1. 1 to 3 year work Experience in Network Technician.

C. Education

1. Bachelors in Telecommunication or Information Systems. Cisco Certification is a must
Preference given to candidates with MCSE/MCP, CCNA/CCA/NP, CCA certifications

III. Position Reporting Relationship

The following positions report to you:

- 1 IT/Network Technician

You report to the following:

1. CEO
2. COO

Internal Relationships (People with whom you interact).

1. Employees and Managers within every department

List External Reporting Relationships:

- 1 Vendors
2. Customers

Working Conditions:

Work Environment.

Work is performed in a well lighted and temperature controlled setting.

1. *The office is arranged for easy accessibility to necessary office equipment which is required to complete the job responsibilities*

Physical Demands:

Must possess visual acuity, oral communications skills, and appropriate hearing acuity.

Must be able to lift 50 pounds on an infrequent basis

Must be able to bend, kneel and ambulate up and down stairs

This job is basically sedentary in nature with limited standing and walking

Mental Demands:

Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work

Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.

Must possess the initiative to stay current on skills and industry standards

Must work effectively in stressful situations.

Maintain complete confidentiality of system financial data.

Must have skills in being attentive to financial details with accuracy.

Must be flexible in both transferring skills to other areas and performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

IV. Evaluation Criteria:

- A.** Ability to perform the duties and responsibilities of the position
- B.** Skill levels
- C.** Adherence to company policies, procedures, and directives
- D.** Compliance with the employee handbook
- E.** Determine issues that need to be brought before management.
- F.** Initiative to increase job knowledge and skills
- G.** Exhibited work place attitude.
- H.** Willingness to recognize and accept positive and negative feedback
- I.** Works well with fellow employees and is receptive to their ideas and suggestions
- J.** Stays abreast of new technologies and services

V. Advancement Potential:

- A.** Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible.

This description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

The employee in the position will be expected to perform other duties. This description may change over time. The existence or content of this document cannot be construed to represent an actual or implied contract of employment.

Information Technology Technician provides services as primary escalation contact for internet IT

helpdesk, responsible for implementation and maintenance of LAN/WAN and related equipment by performing the following duties. Responsible for ensuring that due care is taken not to disrupt operations at any location. Give advice and support to local and outside staff correcting problems with PC's. Troubleshooting skills and Proficient in MS Office, Windows/ Linux OS. Responsible ensuring that the procurement of PC's and software on them is in accordance with Company standards and policy.

Provides technical support to Internet customers in Anchorage and Adak Island by:

Daily / weekly. Answer phone calls and provide direct support to customers. Perform research and work with other employees and managers as necessary to satisfy customer technical issues (software and hardware) involving OS, browser, networking equipment, configuration, etc. Reset voicemail passwords and clear out unused voicemail, other assorted maintenance on voicemail system including the creation of voicemail accounts

Weekly: Upgrade/downgrade/install/terminate customers' internet service.

Ensure that all licensing is up to date and that the Company complies with all laws in fielding software and that adequate records are maintained.

Weekly: check licensing to ensure company is up to date, maintain licensing log and records of license purchases.

Monthly. work with procurement to renew licensing agreements.

Training and documentation to company employees, updated as new platforms emerge.

Weekly/monthly: create and revise documentation regarding procedures for use of various equipment, train employees on equipment and procedures. Includes. documentation for Command Channel 6 presentation server access, Lemko Node-1 BTS, Asterisk Voicemail Server, FRX, GP. Document passwords, IT inventory, and equipment provided to employees. Document resource / shared folder access rights, and security permissions for various software. Test and create documentation for configuring phone models to work with WCC network, including voice/data/text settings. Maintain log of former broadband customers

As needed: Provide new training to new employees – company shared resources and office equipment, telephone system, etc

Provide services as primary escalation contact for Internet during business hours and after-hours help desk.

Weekly/monthly depending on volume: Escalate NeoNova tickets, ensure proper documentation through company service order system, resolve tickets by providing information/support as necessary.

Research complex Internet IT problems and issues to determine solutions.

Weekly/monthly: Provide research on requirements for large-scale projects, recommendation on best solution. Includes: Diagnosing cellular network issues, including roaming, voicemail, expired SMS issues. Work with Lemko and consultants on weekly call to review ongoing cellular trouble tickets, devise and implement solutions.

Monthly: Perform testing on new phone models to ensure proper functionality and data interoperability using GPRS and proper settings.

Analyze Taqua system to facilitate operation with different vendors' systems. Design and script system for automated warning regarding success/failure of FTP transfers. Analyze company phone system and wiring, work with ACS telecom for line installation on local premises. Assist manager directly on premises in Adak on cell tower transition project. Assist in planning Maccnet transition.

Responsible for providing and maintaining accurate records on Internet customer-specific information and files.

Daily: Work regularly to ensure record keeping is accurate, and provide verifiable, easily understandable records to managers when required, including in the case of Paypal disputes or bandwidth overage issues. Monitor WCC call record transfer (CDRs) to ensure accurate record keeping.

Weekly: Maintain software (Netflow Analyzer) which monitors customer use, and that software's customer database. Ensure only the proper cellular CDRs are calculated by the system and back out any redundant files. Provide bandwidth use records to Customer Service and any analysis necessary to understand them.

Monthly: Provide monthly Broadband billing records to Customer Service. Review records of backup server use and provide to Customer Service for billing and/or the customer as necessary.

Monitors and analyzes Internet IT logs and traffic

Daily: Monitor broadband use and update manager when an issue or anomaly appears. Review cellular KPI reports and analyze quality of system function.

Provide recommendations for additional lines and equipment needed.

Monthly: Advise manager when need for equipment becomes apparent and do research regarding the best equipment / prices. Provide analysis and recommendations regarding desktop, laptop, multifunction office equipment, voicemail system, etc to manager. Evaluate vendors, requirements, prices for long distance SIP termination and MMS gateways

Stay up-to-date on industry trends and applicable technology and security issues.

Daily: read sources like *Information Week*, *Multichannel*, *Rural Telecom*, tech news sites/blogs to stay aware of new security vulnerabilities/exploits, patches, and technology opportunities, the state of broadband, cellular and cable industries, and the IT industry in general.

Responsible for implementation and maintenance of LAN/WAN technology including routers, servers, CSU, DSU and related equipment.

Weekly: install and maintain networking equipment around the office.

Monthly/yearly: travel to install/maintain networking equipment in Adak.

Systems/schedules of data, network and content backup procedures for company.

Daily, check backups and wipe backup tapes. Document all backup operations and their success/failure. Respond to failures by diagnosing cause and working to ensure they do not reoccur. Work with VaultLogix online backup staff when required to ensure offsite backups are running properly. Ensure offsite backup tape is provided to personnel for safekeeping and returned; maintain offsite backup log.

Must be able to coordinate with multiple departments/divisions

Daily: work with other departments (customer service, accounting) as necessary in order to provide information, ensure smooth operation, provide solutions for problems, and obtain necessary information.

Bear on the projects responsible for (i.e. must be able to successfully guide technical resources and document project work to successful project completion with staff that may not be under his/her control.).

Weekly/monthly: Plan out what company-wide resources are necessary for successful project completion and work with managers to ensure job duties are performed by employees not under control in order to facilitate successful project completion.

Serve as the Point of Contact to restore network to service.

Daily: Monitor network directly, receive calls from AtContact / Adak Techs / customers / Anchorage Personnel regarding network issues, and take action to restore network or escalate to manager as required.

Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.

Daily: Constant contact with all of the above is required

Logs and tracks calls using problem management database, and maintains history records and related problem documentation.

Daily: Work with both OTRS trouble ticket database and service order database to maintain proper documentation, logs of problems experienced and details of issue solution. Document all interactions with customers

Prepares standard statistical reports, such as help desk incident reports.

Weekly/monthly (when required): Reports on cellular network performance, broadband performance, and similar issues. Prepare and provide reports and audits of customer databases (broadband, cellular).

Analyzes and evaluates incident reports and makes recommendations to reduce help line incident rate.

Weekly: Analyze incident reports.

Monthly: Provide evaluations and recommendations

Consults with department manager to explain software errors or to recommend changes to programs.

Daily/weekly depending on errors experienced or program changes necessary.

Writes software and hardware evaluation and recommendation for manager review.

Weekly/monthly depending on the requirement for new software and hardware.

Assist other departments as needed.

Daily: All assistance necessary for departments to operate at maximum efficiency/functionality and avoid issues and problems Troubleshoot and resolve various PC issues. Perform password resets and provide assistance with account lockout issues. Perform printer maintenance, replace and reorder consumables (toner, drum, etc) when necessary for all office printers. Diagnose and fix printer faults, contacting Xerox support and facilitating Xerox technician to repair printer when necessary. Assist other departments requisitioning parts from IT by researching and providing equipment required.

Biweekly: Maintenance / security updates / anti-virus check of all office machines.

Monthly: Assist customer service with Broadband billing backup process.

As needed: Setup new and terminated users to ensure proper access rights, hardware, software, resource access (including shared folders, printers, MS dynamics) are provided or removed/secured as is necessary. Enable logon capability for employees outside of normal work hours (overtime).

Maintain ATU website and make updates and modifications upon requirement from management or various other departments, including maintenance/modification of content management system and direct editing of both HTML and CSS code. Provide advice and assistance regarding marketing and customer outreach efforts – including flyers, powerpoints, etc. Assist designing phonebook Provide

assistance with spreadsheets. Setup/manage audiovisual equipment for training sessions and any other uses. Provide support regarding software, including Office, NECA, GP, TMS, etc.

Yearly: Format Employee Policy Manual.

Other:

Daily: Keep server room clean, organized, and functional. Provide ongoing support to employees for various computer hardware, printers, and software, postage machine, check deposit machine etc.

Weekly: Ensure that company is up to date with product warranties & research renewal prices

Monthly: Diagnose and resolve Timeclock Plus issues

Yearly: Install new server (rack mounting/cabling, cable management, grounding, software installation).

4.1 Telecommunication Plant Manager

This position serves as Telecommunication Plant Manager of Adak, Alaska for a variety of projects for Adak Eagle Enterprises, LLC, Windy City Broadband, IPTV, and Windy City Cellular. This is a professional position which requires the individual to regularly exercise discretion, diplomacy, and independent judgment in the performance of his/her duties, with particular emphasis on maintaining a high quality level of service, and providing strong leadership and management of the regulated and non-regulated entities. Supervises Plant, Technicians, and Maintenance personnel and oversees work in connection with the construction, replacement, removal, and maintenance of all the companies system. Ensures that employees fully understand the requirements relating to their position; ensures adherence to company policy, standards, operating procedures, and safety requirements. He / She monitor equipment, facilities and services to customers. This is an exempt, salaried position and he/she reports to CEO and COO.

I. Duties and Responsibilities:

- A.** Responsible for supervising the Plant, Plant Technicians, and Maintenance personnel; monitors workflow and develops methods and procedures to ensure efficient operation of the department; coordinates work activity with other department supervisors and staff.
- B.** Companies' point of contact on assigned projects performs a variety of highly skilled duties such as: assembling, coordinating and managing multidisciplinary technical review teams made up of professional staff from other city departments, other governmental jurisdictions and utilities.
- C.** Accepts the responsibility and accountability for departmental decisions and results.
- D.** Pre-surveys all job sites to determine need for workers, construction equipment, and materials; schedules and assigns personnel to work projects.
- E.** Assists in the development of plant records system for reference, analysis, and testing of outside plant and central office equipment.
- F.** Develops and maintains continuing preventive maintenance procedures; updates plant personnel on preventive measures and emergency procedures; and schedules all new installations and upgrade activities, including cutovers to new switching facilities and/or outside plant upgrades.
- G.** Makes frequent site inspections to evaluate work in progress and to ensure adherence to company standards and safety procedures.
- H.** Evaluates plant conditions, determines the need for improvements and upgrades, and makes recommendations to CEO and COO.
- I.** Works closely with Customer Service Department to ensure the earliest possible service connection to the subscriber.
- J.** Works with independent contractors and consulting engineers on projects too large for AEE staff.
- K.** Makes recommendations on department organization, staffing, employee development, budget, plant equipment and supplies, and long and short range work plans
- L.** Facilitates and troubleshoots the myriad of problems associated with developing complex systems or with coordinating and development, design, construction and complex development
- M.** Provides highly skilled technical and management advice and assistance to department management and personnel.

- N. Chairs various project review and pre-submittal meetings
- O. Establishes and maintains liaison as required with boards, committees and commissions
- P. Assists in developing departmental plans, goals, objectives, policies and procedures.
- Q. Coordinates schedules of staff and other interested parties
- R. Provides supervision and guidance to all assigned staff.
- S. Performs other related duties, as assigned.
- T. Perform other duties and responsibilities as required to fulfill job function or as assigned
- K. Install, repair, and maintain all companies equipment including but limited to the following:
 - 1. Taqua T7000 softswitch
 - 2. Fiber optic transport systems (MAX, aggregation)
 - 3. Calix F5 and AFC DLC equipment
 - 4. GR303
 - 5. IPTV
 - 6. Linux
 - 7. *Network, routers, Ethernet switches*
 - 8. T1 systems (DSX, DACS, BITS clock, power boards, rectifiers, converters and batteries)
 - 9. Windy City Broadband System
 - 10. Windy City Cellular System
- L. Provide customer service by receiving and responding to customer service orders in a timely manner
- M. Completes appropriate reports and records and forwards information to customer service and accounting department
- N. Ensures functionality of new and existing central office equipment by performing acceptance tests as appropriate
- O. Assist other technicians with troubleshooting and repairs as needed to ensure ongoing customer service
- P. Performs other related duties, as assigned.
- Q. Assist other departments as needed
- R. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
- S. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual
- T. Must maintain regular attendance.
- U. Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
- V. Must demonstrate a high level of productivity with minimal supervision
- W. Must show a positive impact on coworkers and demonstrated loyalty to the success of company
- X. Take on job responsibilities of individuals that are absent as appropriate.
- Y. Must be available to work extended hours if needed.
- Z. Take on job responsibilities of individuals that are absent as appropriate
- AA. Is responsible for implementing and carrying out policies and procedures of the company to ensuring compliance with applicable Federal, State, and Local Regulations with team members.
- BB. Responsibilities include interviewing, hiring, firing, and training employee with management input.
- CC. Develop and deliver progress report, requirement documentation, and presentations.

DD. Proactively manage change in project scope, identifies potential crises, and devises contingency plans.

Company Wide Duties and Responsibilities:

Mission: "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the company and community "

Health, Safety, Security:

- A.** Responsible for following policies and procedures related to health, safety and Security, identifying potential risks, communicating known hazards, and for Acting responsibly regarding personal and co-worker health, safety and Security.

II. Skills, Experience, and Education:

A. Skills:

1. Flexibility to handle multiple task, prioritize work, and adapt to change
2. Strong communications skills both verbal and written
3. Ability to work independently as well as within a team environment
4. Maintain an organized work environment.
5. Effective interpersonal skills and the ability to assert oneself in a positive Manner
6. Conduct self in a professional business-like manner
7. Pay close attention to detail, instructions, and schedules.
8. Strong desire for excellence in work product
9. Need to know the Knowledge of the installation, operation, repair and use of telecommunication equipment.
10. Knowledge and skills usually acquired through specialized training in engineering, electronics, telephone plant operations, or equivalent work related experience. Completion of basic electricity, electronics, and fiber optics courses required.
11. Must be computer literate, including knowledge of automated records systems, testing equipment, and the ability to operate various types of office equipment.
12. Knowledge of telecom organization, regulations and standards; familiarity with RUS, FCC, state PSC, and industry standards; understanding of telecommunications technology, material, and equipment.
13. Must possess a Commercial Driver's License and ability to operate various types of vehicles and construction equipment.
14. Must possess an ongoing commitment to stay abreast of new technology or changing industry standards that relate to this position, and willing to attend any specialized training that may be required.
15. Normally works Monday thru Friday Must be available at any time to respond to normal or abnormal service affecting circumstances, and possess the attitude and dedication to perform multi-functions to maintain effective operations.

B. Experience

1. Experience in telecommunication equipment installation, operation, repair and use
2. Six – Eight years experience plus supervisory experience is required.
3. Familiarity with automated records system, computers, and basic office machines

C. Education

High School diploma or equivalent plus specialized training in appropriate areas to perform duties and responsibilities outlines above

D. Position Reporting Relationship

The following positions report to you:

Combination Technicians
Maintenance Facilities
Lead Mechanic/Heavy Equipment Operator

You report to the following:

CEO and COO in the absence of CEO

Internal Relationships (People with whom you interact):

Employees and Managers within every department

List External Reporting Relationships:

Vendors
Customers

E. Working Conditions:

While performing the duties of this job, the employee may be exposed to adverse weather conditions. The employee is occasionally exposed to high, precarious places, confined spaces, and the risk of electrical shock.

F. Physical Demands:

Visual acuity, oral communications skills, and appropriate hearing acuity is a must.

Must be able to lift 50 pounds on an infrequent basis

Must be able to bend, kneel and ambulate up and down stairs and ladders

G. Mental Demands

Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work.

Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.

Possess the initiative to stay current on skills and industry standards.

Work effectively in stressful situations.

Must be flexible in both transferring skills to other areas and performing a Duties often changing from one task to another of a different nature without loss of efficiency or composure.

H. Evaluation Criteria:

Ability to perform the duties and responsibilities of the position

Skill levels (technical and behavioral)

Adherence to company policies, procedures, and directives

Compliance with the employee handbook

Determine issues that need to be brought before management.

Initiative to increase job knowledge and skills

Exhibited work place attitude and behaviors toward job duties

Willingness to recognize and accept positive and negative feedback

Ability to work well with all employees and to be receptive to their ideas and Suggestions

I. Advancement Potential:

Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible.

This description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

The employee in the position will be expected to perform other duties as assigned. This description may change over time. The existence or content of this document cannot be construed in any way to represent an actual or implied contract of employment.

Customer Service Representative

This position is responsible in keeping with our mission of customer satisfaction; all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness and assistance. A commitment to service excellence is expected of all employees. This is an exempt, salaried position.

I. Duties and Responsibilities:

- A. Assist with supervising daily activities of personnel and assists with scheduling and monitors workflow and develops methods and procedures to ensure efficient operation of the department; coordinates work activity with other department supervisors and staff. Accepts the responsibility and accountability for departmental decisions and results
- B. Pre-surveys with Adak Manager all job sites to determine need for workers, construction equipment, and materials; schedules and assigns personnel to work projects.
- C. Assists in the development of plant records system for reference, analysis, and testing of outside plant and central office equipment.
- D. Assist develops and maintains continuing preventive maintenance procedures; updates plant personnel on preventive measures and emergency procedures; and schedules all new installations and upgrade activities, including cutovers to new switching facilities and/or outside plant upgrades.
- E. Makes frequent site inspections to evaluate work in progress and to ensure adherence to company standards and safety procedures.
- F. Evaluates plant conditions, determines the need for improvements and upgrades, and makes recommendations to the Adak Manager
- G. Works closely with Customer Service to ensure the earliest possible service connection to the subscriber.
- H. Works with independent contractors and consulting engineers on projects too large for telco staff.
- I. Makes recommendations on department organization, staffing, employee development, budget, plant equipment and supplies, and long and short range work plans.
- J. Perform other duties and responsibilities as required to fulfill job function or as assigned
- K. Install, repair, and maintain central office equipment including but limited to the following:
 1. Taqua T7000 softswitch
 2. Fiber optic transport systems
 3. Calix F5 and AFC DLC equipment
 4. GR303
 5. IPTV
 6. Linux
 7. Network, routers, Ethernet switches
 8. T1 systems (DSX, DACS, BITS clock, power boards, rectifiers, converters and batteries)
 9. Windy City Cellular System-Limko
 10. Windy City Broadband System-Netflow
- L. Provide customer service by receiving and responding to customer service orders in a timely manner
- M. Completes appropriate reports and records and forwards information to customer service department

- N. Ensures functionality of new and existing central office equipment by performing acceptance tests as appropriate
- O. Assist other technicians with troubleshooting and repairs as needed to ensure ongoing customer service
- P. Performs other related duties, as assigned.
- Q. Assist other departments as needed.
- R. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
- S. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
- T. Must maintain regular attendance
- U. Must have a demonstrated rapport and an excellent reputation with customers and coworkers
- V. Must demonstrate a high level of productivity with minimal supervision.
- W. Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
- X. Take on job responsibilities of individuals that are absent as appropriate.
- Y. Must be available to work extended hours if needed.

II. Skills, Experience, and Education:

A. Skills:

- 1. Flexibility to handle multiple task, prioritize work, and adapt to change
- 2. Strong communications skills both verbal and written
- 3. Ability to work independently as well as within a team environment
- 4. Maintain an organized work environment.
- 5. Effective interpersonal skills and the ability to assert oneself in a positive Manner
- 6. Conduct self in a professional business-like manner.
- 7. Pay close attention to detail, instructions, and schedules.
- 8. Strong desire for excellence in work product
- 9. He/Her must have knowledge of the installation, operation, repair and use of telecommunication equipment
- 10. Knowledge and skills usually acquired through specialized training in engineering, electronics, telephone plant operations, or equivalent work related experience. Completion of basic electricity, electronics, and fiber optics courses required.
- 11. Must be computer literate, including knowledge of automated records systems, testing equipment, and the ability to operate various types of office equipment.
- 12. Knowledge of telecom organization, regulations and standards; familiarity with industry standards, understanding of telecommunications technology, material, and equipment.
- 13. Must possess an Alaska Driver's License and ability to operate various types of vehicles and construction equipment.
- 14. Must possess an ongoing commitment to stay abreast of new technology or changing industry standards that relate to this position, and willing to attend any specialized training that may be required.

15. Normally works Monday thru Friday. Must be available at any time to respond to normal or abnormal service affecting circumstances, and possess the attitude and dedication to perform multi-functions to maintain effective operations.

B. Experience

1. Experience in telecommunication equipment installation, operation, repair and use
2. Familiarity with automated records system, computers, and basic office machines

III. Position Reporting Relationship

A. The following positions report to you:

1. Combination Technician
2. Facilities Maintenance Technician
3. Mechanic/Operator

B. You report to the following:

1. Adak Manager

C. Internal Relationships (People with whom you interact):

1. Employees and Managers within every department

D. List External Reporting Relationships:

1. Vendors
2. Customers

IV. Working Conditions:

A. While performing the duties of this job, the employee may be exposed to adverse weather conditions. The employee is occasionally exposed to extreme weather conditions including but not limited to heat up to 110* and cold to -20* Fahrenheit, wind gusts in excess of 100 knots (120 mph); precarious places, confined spaces, and the risk of electrical shock. Physical Demands:

1. He/Her must possess visual acuity, oral communications skills, and appropriate hearing acuity.
2. Must be able to lift 50 pounds on an infrequent basis
3. Must be able to bend, kneel and ambulate up and down stairs and ladders

B. Mental Demands.

1. Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work
2. Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.
3. He/Here must possess the initiative to stay current on skills and industry standards
4. He/Her must work effectively in stressful situations.
5. Must be flexible in both transferring skills to other areas and performing a Because duties sometime changing from one task to another of a different nature without loss of efficiency or composure.

V. Evaluation Criteria:

- A.** Ability to perform the duties and responsibilities of the position
- B.** Skill levels (technical and behavioral)
- C.** Adherence to company policies, procedures, and directives
- D.** Compliance with the employee handbook
- E.** He/Her must have ability to determine issues that need to be brought before management
- F.** Initiative to increase job knowledge and skills
- G.** Exhibited work place attitude and behaviors toward job duties
- H.** Willingness to recognize and accept positive and negative feedback
- I.** Ability to work well with all employees and to be receptive to their ideas and Suggestions
- J.** Stays abreast of new technologies and services

VI. Advancement Potential:

Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible.

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The employee in the position will be expected to perform other duties as assigned. This description may change over time. The existence or content of this document cannot be construed in any way to represent an actual or implied contract of employment.